

place, or to prevent violations of any statute enforced by the Commission.

Reports The Commission prepares studies of conditions and problems affecting the marketplace. Such reports may be used to inform legislative proposals in response to requests of the Congress and statutory directions, or for

the information and guidance of the Commission, the executive branch of the Government, and the public. Such reports have provided the basis for significant legislation and have also led to voluntary changes in the conduct of business, with resulting benefits to the public.

Regional Offices—Federal Trade Commission

Region	Address	Director
East Central (DC, DE, MD, MI, OH, PA, VA, WV)	Suite 200, 1111 Superior Ave., Cleveland, OH 44114	John Mendenhall
Midwest (IA, IL, IN, KS, KY, MN, MO, ND, NE, SD, WI)	Suite 1860, 55 E. Monroe St., Chicago, IL 60603	C. Steven Baker
Northeast (CT, MA, ME, NH, NJ, NY, RI, VT, PR, VI)	Suite 318, One Bowling Green, New York, NY 10004	Barbara Anthony
Northwest (AK, ID, MT, OR, WA, WY)	Suite 2896, 915 2d Ave., Seattle, WA 98174	Charles A. Harwood
Southeast (AL, FL, GA, MS, NC, SC, TN)	Suite 1500, 225 Peachtree St., NE., Atlanta, GA 30303	Bradley Elbein
Southwest (AR, LA, NM, OK, TX)	Suite 2150, 1999 Bryan St., Dallas, TX 75201	(Vacancy)
Western (AZ, CA, CO, HI, NV, UT)	Suite 570, 901 Market St., San Francisco, CA 94103	Jeffrey A. Klurfeld
	Suite 700, 10877 Wilshire Blvd., Los Angeles, CA 90024	

Sources of Information

Contracts and Procurement Persons seeking to do business with the Federal Trade Commission should contact the Assistant CFO for Acquisitions, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-3068. Fax, 202-326-3529. Internet, www.ftc.gov.

Employment Civil service registers are used in filling positions for economists, accountants, investigators, and other professional, administrative, and clerical personnel. The Federal Trade Commission employs a sizable number of attorneys under the excepted appointment procedure. All employment inquiries should be directed to the Director of Human Resources

Management, Federal Trade Commission, Washington, DC 20580. Phone, 202-326-2021. Fax, 202-326-2328. Internet, www.ftc.gov.

General Inquiries Persons desiring information on consumer protection or restraint of trade questions, or to register a complaint, should contact the Federal Trade Commission (phone, 202-326-2222 or 877-382-4357) or the nearest regional office. Complaints may also be filed on the Internet at www.ftc.gov.

Publications Consumer and business education publications of the Commission are available through the Consumer Response Center, Federal Trade Commission, Washington, DC 20580. Phone, 877-382-4357. TTY, 866-653-4261. Internet, www.ftc.gov.

For further information, contact the Office of Public Affairs, Federal Trade Commission, 600 Pennsylvania Avenue NW., Washington, DC 20580. Phone, 202-326-2180. Fax, 202-326-3366. Internet, www.ftc.gov.

GENERAL SERVICES ADMINISTRATION

1800 F Street NW., Washington, DC 20405
Phone, 202-708-5082. Internet, www.gsa.gov.

Administrator of General Services

LURITA A. DOAN

Deputy Administrator	DAVID L. BIBB
Chief of Staff	ALAN R. SWENDIMAN, <i>Acting</i>
Chairman, GSA Board of Contract Appeals	STEPHEN M. DANIELS
Inspector General	BRIAN D. MILLER
General Counsel	ALAN R. SWENDIMAN
Associate Administrator for Civil Rights	MADLINE C. CALIENDO
Associate Administrator for Citizen Services and Communications	MARY J. PIZZELLA
Associate Administrator for Congressional and Intergovernmental Affairs	TOM DRYER, <i>Acting</i>
Associate Administrator for Small Business Utilization	FELIPE MENDOZA
Associate Administrator for Performance Improvement	EMILY W. MURPHY, <i>Acting</i>
Chief Financial Officer	KATHLEEN M. TURCO
Chief Information Officer	MICHAEL W. CARLETON
Chief People Officer	GAIL T. LOVELACE
Chief Acquisition Officer	EMILY W. MURPHY

FEDERAL ACQUISITION SERVICE

2200 Crystal Drive, Room 1100, Arlington, VA 22202
Phone, 703-605-5400. Fax, 703-605-9955.

Commissioner	G. MARTIN WAGNER, <i>Acting</i>
Deputy Commissioner	(VACANCY)
Chief Information Officer	CASEY COLEMAN, <i>Acting</i>
Assistant Commissioner for Customer Accounts and Research	MARY A. DAVIE, <i>Acting</i>
Assistant Commissioner for Acquisition Management	JEFFREY A. KOSES, <i>Acting</i>
Assistant Commissioner for Integrated Technology Services	JAMES A. WILLIAMS, <i>Acting</i>
Assistant Commissioner for General Supplies and Services	JOSEPH H. JEU
Assistant Commissioner for Travel, Motor Vehicle and Card Services	BARNABY L. BRASSEUX
Assistant Commissioner for Administration Controller	BRENDA K. MAXSON, <i>Acting</i> JON A. JORDAN

PUBLIC BUILDINGS SERVICE

1800 F Street NW., Washington, DC 20405
Phone, 202-501-1100

Commissioner	DAVID L. WINSTEAD
Deputy Commissioner	ANTHONY COSTA
Chief of Staff	CATHLEEN C. KRONOPOLUS, <i>Acting</i>
Assistant Commissioner for Organizational Resources	KAY L. MCNEW
Assistant Commissioner for Real Property Asset Management	WILLIAM H. MATTHEWS
Assistant Commissioner for Applied Science	GLEN S. HUNTER
Assistant Commissioner for Customer Service Management	CHRISTOPHER REUTERSCHAN

Chief Architect
Chief Financial Officer

LESLIE L. SHEPHERD, *Acting*
WILLIAM E. BRADY

OFFICE OF GOVERNMENTWIDE POLICY

1800 F Street NW., Washington, DC 20405
Phone, 202-501-8880

Associate Administrator for Governmentwide Policy	JOHN G. SINDELAR, <i>Acting</i>
Deputy Associate Administrator	STANLEY F. KACZMARCZYK, <i>Acting</i>
Director, GSA Administrative Policy	JAMES L. DEAN
Deputy Associate Administrator for Technology Strategy	MARY J. MITCHELL
Director, Regulatory Information Service Center	JOHN C. THOMAS
Deputy Associate Administrator for Real Property Management	STANLEY F. KACZMARCZYK
Deputy Associate Administrator for Travel, Transportation and Asset Management	REBECCA R. RHODES

[For the General Services Administration statement of organization, see the *Code of Federal Regulations*, Title 41, Part 105-53]

The General Services Administration establishes policy for and provides economical and efficient management of Government property and records, including construction and operation of buildings; procurement and distribution of supplies; utilization and disposal of real and personal property; transportation, traffic, and communications management; and management of the governmentwide automatic data processing resources program.

The General Services Administration (GSA) was established by section 101 of the Federal Property and Administrative Services Act of 1949 (40 U.S.C. 751).

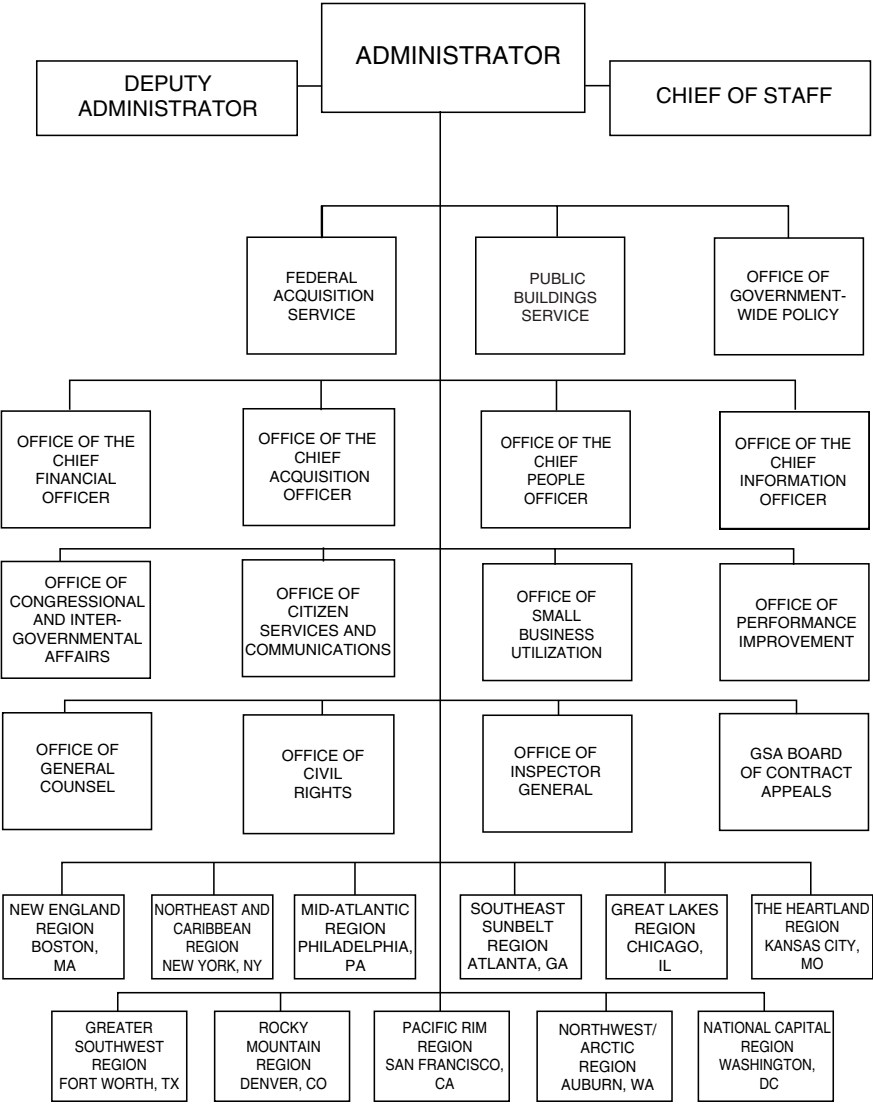
Contract Appeals The General Services Administration Board of Contract Appeals is responsible for resolving disputes arising out of contracts with the General Services Administration and other Government agencies. The Board is also empowered to hear and decide requests for review of transportation audit rate determinations; claims by Federal civilian employees regarding travel and relocation expenses; and claims for the proceeds of the sale of property of certain Federal civilian employees. In addition, the Board provides alternative dispute resolution services to executive agencies in both contract disputes which are the subject of a contracting officer's decision and other contract-related disputes. Although

the Board is located within the agency, it functions as an independent tribunal.

For further information, contact the Board of Contract Appeals, General Services Administration, Washington, DC 20405. Phone, 202-501-0585.

Governmentwide Policy The Office of Governmentwide Policy (OGP) collaborates with the Federal community to develop policies and guidelines for the management of Government property, technology, and administrative services. OGP's policymaking authority and policy support activities encompass the areas covering electronic government and information technology, real property and the workplace, travel, transportation, personal property, aircraft, Federal motor vehicle fleet, mail, regulatory information and use of Federal advisory committees. OGP also provides leadership to interagency groups and facilitates governmentwide management reform through the effective

GENERAL SERVICES ADMINISTRATION



use of performance measures and best practices.

The Office of Technology Strategy provides policy guidance on issues pertaining to electronic business and technology and coordinates information technology strategies to improve Government effectiveness and efficiency. The Office fosters interagency collaboration on IT management policies and assists agencies on IT policy matters such as IT accommodation, security, smart cards, and electronic signatures. For further information, call 202-501-0202.

The Office of Real Property provides policy guidance in the responsible management of the Federal Government's real property assets and in the development of quality workplaces. It develops and issues Governmentwide management regulations and standards that relate to real property asset management and workplace development. Real property programs include real estate management, acquisition, disposal, design, construction, performance standards, delegations, safety and environmental issues, and sustainable design. For further information, call 202-501-0856.

The Office of Travel, Transportation and Asset Management develops Governmentwide policies to ensure the economical and efficient management of Government assets including aircraft and motor vehicles, transportation, traffic and audits, mail, passenger travel, and relocation allowances. It develops regulations, collects and analyzes Governmentwide data, manages interagency policy committees, and collaborates with customers and stakeholders to address and facilitate Governmentwide improvements. For further information, call 202-501-1777.

The Regulatory Information Services Center compiles and analyzes data on Governmentwide regulatory information and activities. The principal publication of the Center is the *Unified Agenda of Federal Regulatory and Deregulatory Actions*, which is published in the *Federal Register* every spring and fall and is available online at

www.reginfo.gov. For further information, call 202-482-7345.

The Office of GSA Administrative Policy has nationwide responsibility for developing policies relating to the management of GSA's internal mail, fleet, space, personal property, forms and printing management, and governmentwide Standard and Optional Forms. In addition, the Office develops policy, training, evaluation, and performance metrics for the Federal Advisory Committee Program to maximize public participation in Federal decisionmaking through Federal Advisory Committees.

For further information, contact the Office of Governmentwide Policy. Phone, 202-501-8880. Internet, www.gsa.gov.

Citizen Services and Communications

The Office of Citizen Services and Communications (OCSC) serves as a central Federal gateway for citizens, businesses, other governments, and the media to easily obtain information and services from the Government on the Web, in print, over the telephone, or by e-mail. OCSC is organized into two components—Citizen Services and Communications.

Citizen Services comprises the Federal Citizen Information Center which serves citizens, businesses, and other Government agencies by providing information and services via Firstgov.gov, 1-800-FED-INFO, and print publications through Pueblo, Colorado. It also develops and implements innovative technologies that improve the delivery of Government information and services to citizens through the Office of E-Gov Solutions Support. OCSC also collaborates with Federal, State, local, and foreign governments and intergovernmental organizations to promote more effective use of information technology and E-Gov solutions through the Office of Intergovernmental Solutions.

Communications, the other component of OCSC, plans, administers, and coordinates GSA media relations, develops and executes internal and external communications efforts, and responds to Freedom of Information Act

requests and official agency correspondence. It also coordinates GSA-wide strategic marketing activities, events planning, graphics and audiovisual production, and writing and editing support services for the entire agency.

For further information, contact the Office of Citizen Services and Communications. Phone, 202-501-0705. Internet, www.gsa.gov.

Acquisitions The Office of the Chief Acquisition Officer is responsible for strengthening GSA's acquisition activities and ensuring that acquisition services are delivered to Federal agency customers in support of their missions of service, while balancing an emphasis on compliance, ethics, and integrity. It is also responsible for managing a broad range of acquisition activities including: ensuring compliance with applicable laws, regulations, and policies; fostering full and open competition for contract awards; developing the acquisition

workforce; and accountability for acquisition decisionmaking.

Excellence in acquisition is the top priority for GSA. The "Get It Right" Plan affirms GSA's commitment to ensuring the proper use of GSA contracting vehicles and services.

For further information, contact the Office of the Chief Acquisition Officer. Phone, 202-501-1043.

Domestic Assistance Catalog The Federal Domestic Assistance Catalog Program collects and disseminates information on all federally operated domestic assistance programs such as grants, loans, and insurance. This information is published annually in the Catalog of Federal Domestic Assistance and electronically at www.cfda.gov.

Small Business Utilization The Office of Small Business Utilization focuses on programs, policy, and outreach to assist the small business community nationwide in doing business with GSA.

For further information, call 202-501-1021. Internet, www.gsa.gov/smallbusiness.

Small Business Centers—General Services Administration

Region	Address	Telephone
National Capital—Washington, DC	Rm. 1050, 7th & D Sts. SW., 20407	202-708-5804
New England—Boston, MA	Rm. 901, 10 Causeway St., 02222	617-565-8100
Northeast and Caribbean—New York, NY	Rm. 18-130, 26 Federal Plz., 10278	212-264-1234
Mid-Atlantic—Philadelphia, PA	9th Fl., 20 N. Eighth Street, 19107	215-466-4918
Southeast Sunbelt—Atlanta, GA	Suite 600, 77 Forsyth St., 30303	404-331-5103
Great Lakes—Chicago, IL	Rm. 3714, 230 S. Dearborn St., 60604	312-353-5383
Heartland—Kansas City, MO	Rm. 1161, 1500 E. Bannister Rd., 64131	816-926-7203
Southwest—Fort Worth, TX	Rm. 1E13A, 819 Taylor St., 76102	817-978-0800
Rocky Mountain—Denver, CO	Rm. 210, Denver Federal Ctr., 80225-0006	303-236-7409
Pacific Rim—San Francisco, CA	Rm. 5-6535, 450 Golden Gate Ave., 94102	415-522-2705
Satellite office—Los Angeles, CA	Rm. 3108, 300 N. Los Angeles St., 90012	213-894-3210
Northwest/Arctic—Auburn, WA	400 15th St. SW., 98001	253-931-7956

Federal Acquisition Service

The Federal Acquisition Service (FAS) offers services to customer agencies by providing innovative, compliant, and integrated solutions to today's acquisition challenges. Its key goal is to deliver excellent acquisition services that provide the best value, in terms of cost, quality, and service, for Federal agencies and taxpayers. This includes acquisition of products and services and full-service programs in information technology, telecommunications, professional services, supplies, motor vehicles, travel and transportation, charge cards, and

personal property utilization and disposal.

FAS provides multiple channels for customers to acquire the products, services, and solutions they need. Key acquisition programs include multiple awards schedules and Governmentwide area contracts that provide customers easy access to a wide range of information technology, telecommunications, and professional products and services. It also provides its customers with access to the products and services they need through online Web sites such as GSA *Advantage!*, e-Buy, Schedules e-Library, GSA Auctions,

Transportation Management Services Solutions, and a myriad of other electronic tools.

For further information, contact the Office of the Commissioner, Federal Acquisition Service. Phone, 703-605-5400. Internet, www.gsa.gov.

Public Buildings Service

The Public Buildings Service (PBS) is the landlord for the civilian Federal Government. PBS provides a superior workplace for the Federal worker and superior value to the American taxpayer.

PBS designs, builds, leases, manages, and maintains space in office buildings, courthouses, laboratories, border stations, data processing centers, warehouses, and child care centers. It

also repairs, alters, and renovates existing facilities and disposes of surplus Government properties. PBS is a leader in energy conservation, build green, and recycling. It preserves and maintains more than 400 historic properties in the Federal Government's inventory. PBS also commissions our country's most talented artists to create artwork for new Federal buildings and conserves a substantial inventory of artwork from the past.

PBS collects rent from Federal tenants, which is deposited into the Federal Buildings Fund, the principal funding mechanism for PBS.

For further information, contact the Office of the Commissioner, Public Buildings Service. Phone, 202-501-1100. Internet, www.gsa.gov/pbs.

Regional Offices—General Services Administration

Region	Address	Administrator
New England	Boston, MA (10 Causeway St., 02222)	Dennis R. Smith
Northeast and Caribbean	New York, NY (26 Federal Plz., 10278)	Eileen Long-Chelales
Mid-Atlantic	Philadelphia, PA (20 N. Eighth St., 19107-3191)	Barbara L. Shelton
Southeast Sunbelt	Atlanta, GA (Suite 600, 77 Forsyth St., 30303)	Edwin E. Fielder, Jr.
Great Lakes	Chicago, IL (230 S. Dearborn St., 60604)	James C. Handley
The Heartland	Kansas City, MO (1500 E. Bannister Rd., 64131)	Bradley Scott
Greater Southwest	Fort Worth, TX (819 Taylor St., 76102)	Scott Arney
Rocky Mountain	Denver, CO (Bldg. 41, Denver Federal Ctr., 80225-0006)	Larry E. Trujillo, Sr.
Pacific Rim	San Francisco, CA (5th Fl., 450 Golden Gate Ave., 94102)	Peter G. Stamison
Northwest/Arctic	Auburn, WA (GSA Ctr., 400 15th St. SW., 98002)	Jon R. Kvistad
National Capital	Washington, DC (7th & D Sts. SW., 20407)	Annie W. Everett, <i>Acting</i>

Sources of Information

Contracts Individuals seeking to do business with the General Services Administration may obtain detailed information from the Small Business Centers listed in the preceding text.

Electronic Access Information about GSA is available electronically through the Internet, at www.gsa.gov.

Employment Inquiries and applications should be directed to the Central Office Human Resources Division (CPS), Office of Human Resources Services, General Services Administration, Washington, DC 20405. Phone, 202-501-0370. Internet, www.gsa.gov (click "GSAjobs" to search for current job openings).

Fraud and Waste Contact the Inspector General's Hotline. Phone, 202-501-1780, or 800-424-5210.

Freedom of Information Act Requests Inquiries concerning policies pertaining to Freedom of Information Act matters

should be addressed to the GSA FOIA Officer, FOIA/Correspondence Coordination Team (XAP), General Services Administration, Room 7126, Washington, DC 20405. Phone, 202-501-2262. Fax, 202-501-2727.

Privacy Act Requests Inquiries concerning policies pertaining to Privacy Act matters should be addressed to GSA Privacy Act Officer, Information Resources and Privacy Management Division (CIB), General Services Administration, Room 6224, Washington, DC 20405. Phone, 202-501-1452.

Property Disposal Inquiries about the redistribution or competitive sale of surplus real property should be directed to the Office of Property Disposal, Public Buildings Service, 1800 F Street NW., Washington, DC 20405. Phone, 202-501-0084.

Public and News Media Inquiries

Inquiries from both the general public and news media should be directed to the Office of Communications, General Services Administration, 1800 F Street NW., Washington, DC 20405. Phone, 202-501-1231.

Publications Many GSA publications are available at moderate prices through the bookstores of the Government Printing Office (<http://bookstore.gpo.gov>). Orders and inquiries concerning publications and subscriptions for sale by the Government Printing Office should be directed to the Superintendent of Documents, Government Printing Office, Washington, DC 20401. Others may be obtained free or at cost from a Small Business Center. If a publication is not distributed by any of the stores, inquiries should be directed to the originating agency's service or office. The addresses for GSA inquiries are:

Public Buildings Service (P), General Services Administration, Washington, DC 20405

Federal Acquisition Service (F), General Services Administration, 2200 Crystal Drive, Room 1100, Arlington, VA 22202

Office of Finance (BC), General Services Administration, Washington, DC 20405

For a free copy of the *U.S. Government TTY Directory*, contact the Federal Citizen Information Center,

Department TTY, Pueblo, CO 81009. Phone, 888-878-3256. Internet, www.gsa.gov/frs. For a free copy of the quarterly *Consumer Information Catalog*, including information on food, nutrition, employment, Federal benefits, the environment, fraud, privacy and Internet issues, investing and credit, and education, write to the Federal Citizen Information Center, Pueblo, CO 81009. Phone, 888-878-3256. Internet, www.pueblo.gsa.gov.

For information about Federal programs and services, call the Federal Citizen Information Center's National Contact Centers at 800-333-4636, Monday through Friday from 8 a.m. to 8 p.m. eastern standard time.

For a free copy of the *Federal Relay Service Brochure*, call 877-387-2001. TTY, 202-585-1840.

Small Business Activities Inquiries concerning programs to assist small businesses should be directed to one of the Small Business Centers listed in the preceding text.

Speakers Inquiries and requests for speakers should be directed to the Office of Citizen Services and Communications (X), General Services Administration, Washington, DC 20405 (phone, 202-501-0705); or contact the nearest regional office.

For further information concerning the General Services Administration, contact the Office of Citizen Services and Communications (X), General Services Administration, Washington, DC 20405. Phone, 202-501-0705. Internet, www.gsa.gov.

INTER-AMERICAN FOUNDATION

901 North Stuart Street, Arlington, VA 22203
Phone, 703-306-4301. Internet, www.iaf.gov.

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